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ORIGINAL

ARIZONA CORPORATION COMMISSION

April 7, 2017

To: Docket Control

RE: ARIZONA PUBLIC SERVICE – Electric – Customer Comments
Docket # E-01345A-16-0036 & E-01345A-16-0123

Please docket the attached 8 customer comments OPPOSED to the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

APR 7 2017

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AZ CORP COMMISSION
DOCKET CONTROL
2017 APR -7 P 3:11

E-01345A-16-0123
E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Al Amezcua	Phone: <<< REDACTED >>>	Opinion Date: 4/6/2017
Opinion Number: 2017 - 139976	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 4/6/2017 3:07 PM	

First Name: Stacy	Last Name: Blackmer-Blomquist	Account Name: Stacy Blackmer-Blomquist
Address: <<< REDACTED >>>		
City: Yuma	State: AZ	Zip Code: 85365
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company	Division: Electric
For Assignment	Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: E-01345A-16-0036 **Docket Position:** Against

To Whom it May Concern: I am shocked and appalled at the proposed rate increase for APS. During the summer, our electric bill is already averaging over \$200 with the Yuma heat. The near doubling of our bill would be unmanageable. While I understand that the price of things goes up over time, 87 percent is a huge jump in a single year. I appreciate your help with this. Regards, Stacy Blackmer-Blomquist Yuma, AZ

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/6/2017	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

E-01345A-16-0036
E-01345A-16-0123

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee

Phone: <<< REDACTED >>>

Opinion Date: 4/4/2017

Opinion Number: 2017 - 139966

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 4/4/2017 4:56 PM

First Name: Didi

Last Name: Chambers

Account Name: Didi Chambers

Address: <<< REDACTED >>>

City: Cottonwood

State: AZ

Zip Code: 86326

Home: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Do not raise the rates please or else I will change everything to gas.

Investigation

Date:

Analyst:

Submitted By:

Type:

4/4/2017

Mary Mee

Telephone

Investigation

Comments noted for the record and docketed. CLOSED

E-01345A-16-0123
E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Al Amezcua	Phone: <<< REDACTED >>>	Opinion Date: 4/6/2017
Opinion Number: 2017 - 139980		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed	Closed Date:	

First Name: Bob	Last Name: Obijiski	Account Name: Bob Obijiski
Address: <<< REDACTED >>>		
City: Sedona	State: AZ	Zip Code: 86336
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company	Division: Electric
For Assignment	Phone: <<< REDACTED >>>
	Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: E-01345A-16-0036	Docket Position: Against
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I have already refused the smart meter. I do not want it to be adding to transmissions that are already ubiquitous. I do not want to have to continually refuse this option nor have to defend against unwanted intrusion into my privacy. Stay out of my house.!

		Investigation	
Date:	Analyst:	Submitted By:	Type:
4/6/2017	Al Amezcua	Telephone	Investigation
Comments noted for the record and docketed. CLOSED.			

E-01345A-16-0123
E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Al Amezcua	Phone: <<< REDACTED >>>	Opinion Date: 4/6/2017
Opinion Number: 2017 - 139991	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 4/6/2017 3:14 PM	
First Name: Janine	Last Name: McNamara	Account Name: Janine McNamara
Address: <<< REDACTED >>>		
City: Cottonwood	State: AZ	Zip Code: 86326
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	
Company: Arizona Public Service Company		Division: Electric
For Assignment	Phone: <<< REDACTED >>>	Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

I am against APS' decision to require AMR meters on opt-out homes whose analog meters stop working as well as their requirement for new opt-out customers to have an AMR meter installed instead of an analog. This is not an opt-out option at all! I became deathly ill when an AMR meter was installed by Unisource gas on my home. I had to have my gas service shut off in order to regain my health, and I had to install electric heat as well as electric hot water. If this harmful decision by APS were to go through, and something happened to my analog meter, I would essentially be forced to move, and where would I go? Unisource gas explained quite well that AMR meters are still radiofrequency transmitting devices, which transmit twenty miles from gas meters in my current neighborhood up to Mingus Mountain. The following link also explains how AMR meters are still harmful :<http://www.stopsmartmetersbc.com/amr-transmit-only-meters-are-very-dangerous/>. In a free country, such as the United States, I should be free from an imposed toxic radiofrequency device by a utility company that I have to pay for their service. I can chose whether or not to own a cellphone or Wi-Fi, it should also be my choice whether or not a radiofrequency device of any kind is installed on my property - a device that never shuts off...

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/6/2017	Al Amezcua	Telephone	Investigation
Comments noted for the record and docketed. CLOSED.			

E-01345A-16-0123
E-D1345A16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 4/4/2017
Opinion Number: 2017 - 139940 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 4/4/2017 9:28 AM

First Name: Shawn **Last Name:** Newell **Account Name:** Shawn Newell
Address: <<< REDACTED >>>
City: Flagstaff **State:** AZ **Zip Code:** 86004
Cell: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0123

Docket Position: Against

Dear Commissioners, Independent evaluators have determined there is no justification for this rate increase. Living expenses are already very high in Flagstaff. I just shifted my heating system to an electric heat pump because it is more energy efficient and I care about doing something positive about climate change. Even though I have my own rooftop solar, my electricity bill has gone up tremendously. I am not alone. A rate hike for many Flagstaff residents is a hardship. I must respectfully ask why would the Commission approve a rate hike if it is not justifiable? On the matter of mandatory time of use plans, I also urge you to say no. Voluntary plans are fine for people who are already tech savvy and can manage their use well. For many of us, it is yet one more hardship to learn and 'tech-up' to get the full advantage. People who are older, low income, or not well educated are especially at risk. They could very innocently choose to operate high demand appliances simultaneously and get themselves into big financial trouble if they don't understand how the rate works. There is value in the rate plan, but please phase it in, so it becomes the norm over time and doesn't hurt people. One last thing. Please increase Arizona's renewable energy portfolio requirement and do what you can to incentivize more energy efficiency. Arizona is on the front line of climate change, reducing our dependence on fossil fuels is crucial. Energy efficiency is a job-generator. Renewable energy makes excellent economic sense for both consumers and producers and as a profitable economic sector in its own right. Efficiency and renewables are win-win choices. Please help us get there with economically sound energy policy. Thank you for your consideration of my comments.

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/4/2017	Roxanne Best	Web Submission	Investigation
Comments noted for record and docketed. Closed.			

E-01345A-16-0036
E-01345A-16-0123 **Arizona Corporation Commission**
Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 4/3/2017
Opinion Number: 2017 - 139932 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 4/3/2017 3:01 PM

First Name: Rick **Last Name:** Stewart **Account Name:** Rick Stewart
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036 **Docket Position:** Against

Mr. Stewart wanted to voice his outrage that APS is allowed to charge for using his debit card to pay his bill, on time! He is being told he will have to pay an additional \$2 to pay his bill. He has been on hold for about 45 minutes and was on hold as we were talking. Mr. Stewart did not want me to submit to APS for a response, he says he wants to deal with them directly and will not hang up until they answer him. He just wanted this information submitted as an opinion. He also wanted it noted that he has left a message for Commissioner Bob Burns, but has not received a call back. He feels now that the Commissioner has been elected he no longer feels obligated to respond.

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/3/2017	Roxanne Best	Telephone	Investigation

I advised that I would submit his information into the system. He has already submitted an anonymous opinion about a month ago. I also transferred him to the Commissioners office. Comments noted for record and docketed. Closed.

E-01345A-16-0036
E-01345A-16-0123

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 4/4/2017
Opinion Number: 2017 - 139941 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 4/4/2017 9:32 AM
 Rate Case Items - Solar In Favor

First Name: Paul **Last Name:** Gazda **Account Name:** Paul Gazda
Address: <<< REDACTED >>>
City: Sedona **State:** AZ **Zip Code:** 86351
Home: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

It is my understanding that the APS's proposed rate case settlement agreement will force all solar account customers to have smart meters. It is unfair and unethical to suddenly change the rules for an opted out customer after the customer has made a major financial investment in solar panels, especially if the customer is retired, as my wife and I are. APS must grandfather existing solar customers who have opted out of smart meters. My wife and I opted out of the smart meter program primarily due to concerns about the health hazards of smart meter radiation. We had solar panels installed about a year ago with the understanding that we could have a digital non-transmitting meter. Had we not been able to have a non-transmitting meter with our solar panels, we would not have purchased them. Solar panels are an expensive long term investment that cannot be scrapped without severe financial loss. It is unfair and unethical for APS to suddenly change the rules and force smart meters on customers who installed solar panels with the understanding they could remain opted out of a smart meter. APS has been successfully functioning for many years without forcing every solar panel customer to have a smart meter. It is likely that the vast majority of solar customers already have smart meters, and that APS has methods to anticipate the power added to their grid by the minority of solar customers who have opted out of smart meters. Please insist that APS grandfather existing solar customers who have opted out of smart meters and allow them to keep their non-transmitting digital meters. Thank you.

Investigation

Date:	Analyst:	Submitted By:	Type:
4/4/2017	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

E-01345A-16-0036
E-01345A-16-0123

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 4/3/2017
Opinion Number: 2017 - 139918 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 4/3/2017 8:11 AM

First Name: Mark **Last Name:** Brekke **Account Name:** Mark Brekke
Address: <<< REDACTED >>>
City: Sedona **State:** AZ **Zip Code:** 86336
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036 **Docket Position:** Against
AZ Corporate Commission, I am requesting that you hereby deny APS their rate case request to force existing solar panel customers to have smart meters. Thank you, Mark Brekke

		Investigation	
Date:	Analyst:	Submitted By:	Type:
4/3/2017	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.
